

National Hydrologic Program Managers Conference

(10-1-'04)

Conference Goals

HPMs will participate in conference activities which will enable them to:

- Understand the national plan to improve services.
- Understand clearly what AHPS is and the HPM's role and responsibility for its implementation.
- Share ideas and best practices across regional boundaries.
- Receive training in customer service.
- Address regional issues/topics through breakout sessions.

Dec. 6 (Monday)

6:00 – 8:00 (pm) Registration

Dec. 7 (Tuesday)

Improving Services

Host: Glenn Austin

Room: Queen Anne Ballroom

8:00 – 8:20	Welcome and opening remarks.....	Glenn Austin. Chief, Hydrologic Services Division, Silver Spring, MD.
8:20 – 9:00	Invited presentation.....	General David L. Johnson. Director, National Weather Service.
9:00 – 9:20	Invited presentation.....	Greg Mandt. Director, Office of Climate, Water and Weather Services.
9:20 – 9:40	Invited presentation.....	Gary Carter. Director, Office of Hydrologic Development.
9:40 – 10:00	Break.	

Private Sector Partners

Moderator: Field Representative/TBD

Room: Queen Anne Ballroom

10:00 – 10:30	Invited Presentation.....	Dr. Greg Forbes. The Weather Channel.
10:30 – 11:00	Invited Presentation.....	Jim Block. Meteorologix.
11:00 – 11:30	Measuring Customer Satisfaction.....	Sheri Teodoru. Claes Fornell International.
11:30 – 12:30	Lunch on your own.	

Dec. 7 (Tuesday)

Collaboration With Federal, State and Local Partners

Moderator: Field Representative/TBD

Room: Queen Anne Ballroom

12:30 – 12:50	Benefits of Partnerships.....	Pedro Restrepo. Senior Scientist, Office of Hydrologic Development.
12:50 – 1:10	United States Geological Survey.....	Steve Blanchard. Chief, Office of Surface Water.
1:10 – 1:30	Federal Emergency Management Agency.....	Mike Howard. Chief, FEMA Risk Branch.
1:30 – 1:50	Corps of Engineers.....	Jerry Webb. Principal Hydrologic and Hydraulic Engineer.
1:50 – 2:10	Flood Control District of Maricopa County, AZ.....	Steve Waters. Flood Warning Manager.
2:10 – 2:30	Steuben County, NY, Office of Emergency Services.....	Mike Sprague. Director/Fire Coordinator.
2:30 – 3:00	Open forum with panel.	
3:00 – 3:30	Break	

Modernizing Hydrologic Services Through AHPS

Moderator: Field Representative/TBD

Room: Queen Anne Ballroom

3:30 – 3:45	Program Overview.....	Tom Graziano. Chief, Services Branch, HSD, Silver Spring, MD.
3:45 – 4:00	Flash Floods.....	Brian Mcinerney. Service Hydrologist, Salt Lake City, UT.
4:00 – 4:15	Probabilistic forecasting	Mike DeWeese. Senior Hydrologist, North Central RFC, Chanhassen, MN.
4:15 – 4:35	Flood Forecast Mapping.....	Doug Marcy. Physical Scientist, HSD, Charleston, NC.
4:35 – 4:50	Evolution of AHPS Web Page.....	Kevin Lynott. RFC Services Program Lead, HSD, Silver Spring, MD.
4:50 – 5:30	Open forum with panel.	

Dec. 8 (Wednesday)

River Forecast Center Topics

Moderator: Field Representative/TBD

Room: Queen Anne Ballroom

8:00 – 8:15	RFC – Topic.....	Field representative.
8:15 – 8:30	RFC – Topic.....	Field representative.
8:30 – 8:45	RFC – Topic.....	Field representative.
8:45 – 9:00	RFC – Topic.....	Field representative.
9:00 – 9:30	Open Forum with panel.	
9:30 – 10:00	Break	

Operational Issues

Moderator: Field Representative/TBD

Room: Queen Anne Ballroom

10:00 – 10:20	COOP Modernization,	Ken Crawford.
10:20 – 10:40	Future WFO Hydro Applications/WHFS.....	Jeff Zimmerman. Chief, Support Branch, HSD, Silver Spring, MD.
10:40 – 11:00	Training.....	Jeff Zimmerman. Chief, Support Branch, HSD, Silver Spring, MD.
11:00 – 11:20	Outreach Activities.....	Tom Graziano. Chief, Services Branch, HSD, Silver Spring, MD.
11:20 – 11:40	Verification.....	Brent Macaloney. Meteorologist, Performance and Awareness Division, Silver Spring, MD.
11:40 – 1:00	Lunch on your own.	

Motivational Training

Moderator: Kevin Kodama

Room: Queen Anne Ballroom

1:00 – 5:00	“Leading Customers: Transforming Customers into Followers”.....	Jim Bagnola.
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Poster Session

6:30 – 9:00	Poster session, depicting best practices at forecast offices and some national programs. In keeping with the Customer Services theme, Building Coalitions and Customer Relations topics are encouraged.	
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Dec. 9 (Thursday)

Subject Breakouts

7:45 – 9:15	Concurrent Subject Breakout Sessions. <ul style="list-style-type: none">• Drought: Interaction of Hydrology & Climatology..... Doug Kluck. Room: La Nouvelle Orleans East• Snowmelt Runoff Forecasting..... Rob Hartman. Room: Beauregard Salon• Improving Flash Flood Services..... Mary Mullusky. Room: La Nouvelle Orleans West• National Service Location Information Database..... Frank Richards. Room: Cabildo Salon• Graphical E-19 Development and Usage..... Doug Marcy. Room: Iberville Room
9:15 – 9:45	Break
9:45 – 11:15	Concurrent Subject Breakout Sessions. <ul style="list-style-type: none">• Drought: Interaction of Hydrology & Climatology.....Doug Kluck. Room: La Nouvelle Orleans East• Snowmelt Runoff Forecasting Rob Hartman. Room: Beauregard Salon• Improving Flash Flood Services..... Mary Mullusky. Room: La Nouvelle Orleans West• National Service Location Information Database..... Frank Richards. Room: Cabildo Salon• Graphical E-19 Development and Usage Doug Marcy. Room: Iberville Room
11:15 – 11:30	Reconvene as one group. Room:
11:30 – 12:00	Final overview of the national component of the conference.....Glenn Austin.
12:00 – 1:00	Lunch on your own.
1:00 – 2:45	Regional break-out sessions. Eastern Region – Room: Beauregard Salon Central Region – Room: Iberville Room Southern Region – Room: Cabildo Salon Western/Alaska/Pacific Regions – Room: La Nouvelle Orleans West
2:45 – 3:00	Break

3:00 – 5:00 Continuation of Regional break-out sessions.
 Eastern Region – Room: Beauregard Salon
 Central Region – Room: Iberville Room
 Southern Region – Room: Cabildo Salon
 Western/Alaska/Pacific Regions – Room: La Nouvelle Orleans West

Dec. 10 (Friday)

8:00 - 9:30 Continuation of Regional break-out sessions.
 Eastern Region – Room: Beauregard Salon
 Central Region – Room: Iberville Room
 Southern Region – Room: Cabildo Salon
 Western/Alaska/Pacific Regions – Room: La Nouvelle Orleans West

9:30 – 10:00 Break

10:00 – 12:00 Continuation of Regional break-out sessions.
 Eastern Region – Room: Beauregard Salon
 Central Region – Room: Iberville Room
 Southern Region – Room: Cabildo Salon
 Western/Alaska/Pacific Regions – Room: La Nouvelle Orleans West

12:00 Conference ends.

ACKNOWLEDGMENTS:

Conference Coordinator - Tom Donaldson, WFO Services Program Leader, HSD, Silver Spring, MD.

Agenda Team;

Kevin Kodama, Senior Service Hydrologist, WFO Honolulu, HI.

Ed Plumb, Service Hydrologist, Fairbanks, AK.

Melissa Smith, WFO Hydrology Program Manager, Western Region, Salt Lake City, UT.

Jeff Zogg, Service Hydrologist, Quad Cities, IA.

Kandis Boyd, WFO Hydrology Program Manager, Southern Region, Ft. Worth, TX.

Nancy Figueroa, Service Hydrologist, WFO, Brookhaven, NY.